
TITLE 65 STATE LOTTERY COMMISSION

Emergency Rule
LSA Document #11-182(E)

DIGEST

Adds [65 IAC 8-2-5](#) providing a process for filing complaints and grievances with the lottery for a refund of the price of a lottery ticket. Effective March 29, 2011.

[65 IAC 8-2-5](#)

SECTION 1. [65 IAC 8-2-5](#) IS ADDED TO READ AS FOLLOWS:

[65 IAC 8-2-5](#) Complaints and grievances

Authority: [IC 4-30-3-7](#); [IC 4-30-3-9](#)

Affected: [IC 4-21.5-3](#); [IC 4-30-7](#)

Sec. 5. (a) Except as provided otherwise in [65 IAC 8-2-3](#) and [65 IAC 8-2-4](#) [sections 3 and 4 of this rule], any individual complaint or grievance regarding a denial of a claim for payment of a lottery game prize or a claim for a refund for the price of a lottery ticket shall:

- (1) be in writing;
- (2) be delivered to the director within seventy-two (72) hours after the complaint, grievance, or claim arose;
- (3) provide a brief description of the claim;
- (4) provide the factual basis for alleging that the person is aggrieved or adversely affected by the denial of the claim; and
- (5) demonstrate that the person is entitled to review of the denial of the claim under any law.

(b) The director or the director's designee shall respond in writing to a complaint or grievance submitted in accordance with this section within a reasonable time. The response contemplated in this subsection may be appealed under [IC 4-21.5-3](#).

(c) In the case of a claim for refund of the price of a lottery ticket, the only remedies available to an aggrieved person are:

- (1) cash or a cash equivalent of the value of the ticket;
- (2) replacement tickets from the same or a different game with the same price; or
- (3) coupons good toward the purchase of replacement tickets that are equivalent to the purchase price.

(State Lottery Commission; [65 IAC 8-2-5](#); emergency rule filed Mar 29, 2011, 3:15 p.m.:
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